



**Actuarial & Employer Services Branch**  
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February 15, 2011

**AGENDA ITEM 5a**

**TO: MEMBERS OF THE BENEFITS AND PROGRAM ADMINISTRATION COMMITTEE**

- I. SUBJECT:** Employer Customer Inquiry Performance Measures
- II. PROGRAM:** Actuarial and Employer Services Branch
- III. RECOMMENDATION:** For Information Only
- IV. ANALYSIS:**

Attached are the FY 2010-2011 2nd Quarter Employer Customer Inquiry Dashboards and Summary Report. The Summary Report is provided as Attachment A. The dashboard reports are provided as Attachment B.

**V. STRATEGIC PLAN:**

The performance measurements described in the attachments are directly aligned to the CalPERS strategic goals.

**VI. RESULTS/COSTS:**

There are no costs associated with this item.

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LORI MCGARTLAND, Chief  
Employer Services Division

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ALAN MILLIGAN  
Chief Actuary

Attachments